



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Alhambra-Grantfork Telephone Company
for quarter ending September 30, 2013

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.20	3.00	2.90	3.03
B. Operator Answer Time - Information [730.510(a)(1)]	5.30	4.69	4.20	4.73
C. Repair Office Answer Time [730.510(b)(1)]	5.27	4.81	4.64	4.91
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.27	4.81	4.64	4.91
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.52	0.62	0.83	0.66
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Alhambra-Grantfork Telephone Company
for quarter ending September 30, 2013**